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Practitioner's Docket Number: 00-1718-03/US/2

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Terry Stanley Ryan, et al.

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Group Art Unit: 2643  
Examiner:

Serial No.: 10/056,411  
Filed: 01/25/2002  
For: *System and Method for Supporting  
Multiple Call Centers*

RECEIVED

MAR 15 2002

INFORMATION DISCLOSURE STATEMENT

PURSUANT TO 37 C.F.R. § 1.97 and § 1.98

Technology Center 2600

Assistant Commissioner of Patents  
Washington, D.C. 20231

CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))

I hereby certify that, on the date shown below, this correspondence is being:

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☒ deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

Date: 3/5/02

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Anita S. Damian

Signature

Anita S. Damian

(type or print name of person certifying)

Sir:

This information disclosure statement is being filed before the mailing date of a first Office action on the merits (37 C.F.R. § 1.97(b)).

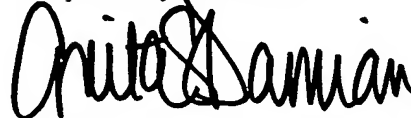
Listed on the accompanying form PTO/SB/08A are a number of documents which may be considered material to the examination of this application. A copy of each of these documents is provided.

The filing of this information disclosure statement should not be construed to be an admission that the information cited in this statement is, or is considered to be, material to patentability as defined in 37 C.F.R. § 1.56(b). Moreover, Applicant(s) reserves the right to establish the patentability of the claimed invention over any of the listed documents should they be applied as references, or to prove that some of these documents may not be enabling for the teachings they purport to offer.

This statement should not be construed as a representation that a search has been made, or that there does not exist information more material to the examination of the present application. The Examiner is specifically requested not to rely solely on the materials submitted herewith. Instead the Examiner is requested to conduct an independent and thorough review of the documents, and to form independent opinions as to their significance.

It is respectfully requested that the Examiner initial and return a copy of enclosed PTO/SB/08A, and to similarly indicate in the official file wrapper of this patent application that the documents have been considered.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Anita S. Damian". The signature is stylized with a large, looped "A" and a cursive "S".

Anita S. Damian

Registration No.: 46,056

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